

Title: TEST ENGINEERING AND EVALUATION DIVISION QUALITY MANUAL DIVISION QUALITY POLICY AND OBJECTIVES	Quality Policy and Objectives	Revision No.: OD	Effective Date: 31 JAN 97
	Prepared By: Thomas J. Underwood	Approved By: Thomas S. Dodson	Page: 1 OF 2

DIVISION QUALITY POLICY AND OBJECTIVES

1. Purpose. This section states the quality policy and objectives of the Test Engineering and Restoration Division of the Naval Command, Control, and Ocean Surveillance Center Research, Development, Test and Evaluation Division (NCCOSC RDTE DIV SAN DIEGO CA).

2. Quality Policy. The following “Vision” and “Commitment” statements are supported by all Division management, technical, and administrative support personnel:

a. Our Vision - To become a recognized leader as a world class depot, test, and life cycle engineering support center in repair, overhaul, test, calibration and engineering support of electronic equipment and systems.

b. Our Commitment - We are a Total Quality Organization. We will maintain this status by continuously improving all our procedures and processes to better meet and exceed the quality expectations and needs of our sponsors/customers in a timely and cost effective manner.

3. Policy Implementation. The Quality Manual represents the foundation of the Division Quality System and governs all production, technical, and administrative processes. The entire Test Engineering and Restoration Division team will adhere to this Quality Manual and its subordinate documents. The Division Head and management team fully support the spirit, intent, and contents of this manual and will ensure compliance.

4. Quality Objectives. The following are the Division Quality Objectives:

a. To meet or exceed our internal and external customers’ technical, administrative, schedule and mission requirements.

b. To expand our business base, attract new customers, and open new markets.

c. To establish and nurture a culture based upon focus on customer satisfaction through feedback, and continuous improvement through development of new and innovative ideas.

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d. To establish internal measurements that will foster and accurately reflect our progress and performance, and to achieve and maintain ISO 9001 certification.

THOMAS S. DODSON
Division Head

This policy has been formulated by the Division Head of the Test Engineering and Restoration Division of the Naval Command, Control, and Ocean Surveillance Center Research, Development, Test and Evaluation Division (NCCOSC RDTE DIV SAN DIEGO CA) and approved by its staff board. The policy is explained and discussed at the general orientation training given to all existing and new employees. The policy is also posted in "high visibility" locations throughout the Division.